

CLIENT ASSISTANCE PROGRAM (CAP)

TO PROTECT AND PROMOTE THE RIGHTS
OF INDIVIDUALS WITH DISABILITIES,
THROUGH EMPOWERMENT AND ADVOCACY



THE PROTECTION AND ADVOCACY SYSTEM FOR INDIANA
MEMBER NATIONAL DISABILITY RIGHTS NETWORK

Client Assistance Program (CAP)

Contact CAP if you are having difficulty seeking or receiving services from Vocational Rehabilitation Services (VRS) or other Rehabilitation Act (Rehab Act) programs, such as those services provided by independent living centers.

CAP is administered by Indiana Protection and Advocacy Services and is completely independent of Vocational Rehabilitation Services (VRS) and other programs.

CAP CAN HELP YOU FIND A SOLUTION TO A VARIETY OF PROBLEMS:

- Help you understand the services available to you through VRS
- Explain what you must do to obtain and how to apply for vocational rehabilitation services
- Help you understand and make use of your rights and protection under the law, as a person receiving or seeking services from VRS
- Will listen to any problems, questions or complaints, and, after getting the facts, will help you work with your VRS counselor to try to solve the problem
- Can assist you in appealing decisions made by your counselor if an agreement cannot be reached through less formal means
- Can provide legal representation and consultation including administrative appeals and hearings

Services Provided by Vocational Rehabilitation Services (VRS)

VRS provides many different services to help people with disabilities prepare for, find and keep a job, including:

- Counseling and guidance
- Vocational training, college training, and work adjustment training
- In some cases, financial help for extra living expenses and transportation costs while in training
- Special services – interpreters, notetakers, attendants and readers
- Medical services – surgery, hospitalization, artificial limbs, braces, wheelchairs, hearing aids, low-vision aids, and various kinds of therapy
- Rehabilitation, teaching and orientation/mobility training for the visually impaired
- Occupational licenses, tools, equipment and initial supplies to enter a small business or occupation
- Technological aids and devices, including computer equipment and assistive technology and services
- Home and vehicle modifications to accommodate your disability
- Job placement assistance, including supported employment with on-the-job training

Every client is unique and needs individualized services. The services listed above are just a few of the services VRS can provide.

REMEMBER: TO GET HELP FROM CAP ALL YOU NEED TO DO IS CALL.

Eligibility for VRS

With the 1992 Amendments to the Rehab Act and improved technology, people who were found ineligible for VRS in the past may now be found eligible.

YOU ARE CONSIDERED ELIGIBLE FOR VRS IF:

- You have a medically diagnosed physical or mental impairment which results in a substantial impediment to employment
- You require VRS to prepare for or engage in gainful employment

Once you are found eligible, you and your counselor will talk about your vocational goals and jointly develop a plan for the VRS you need.

It may seem like decisions are made based solely on testing and evaluation without considering what you want. Although evaluations are important, they are not the only factors considered. It is important for you to be involved in this process.

Recent amendments to the Rehab Act provide an eligible individual with choices and increased control in determining vocational goals, types of services, and service providers.

Contact CAP for Help in the Following Areas

APPLYING FOR SERVICES

Every person with a disability has the right to apply or reapply for VRS, beginning with an evaluation of your eligibility for the program.

PLANNING SERVICES

You have the right to be involved in planning your rehabilitation program and to be consulted about any changes.

APPEALING DECISIONS

You have the right to appeal your counselor's decisions or actions if you don't agree with them.

CONFIDENTIALITY

You have the right to confidentiality and protection from discrimination.

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Contact IPAS:

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800.838.1131

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An Equal Opportunity Employer

Indiana Protection and Advocacy Services is an Equal Opportunity Employer and provides services to all individuals with disabilities within the guidelines set forth by federal legislation regardless of race, religion, color, national origin, age, sex, ancestry or disability.

Any concerns regarding the agency's compliance with these nondiscrimination efforts may be brought to the attention of the Executive Director at the address or telephone listed above.

A grievance procedure is available to clients who believe that they have not received adequate service from Indiana Protection and Advocacy Services.